Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**		
	Low	Medium	FCR Total
Commerce	88 36	1 0	89 36
Customer Company Total	88 36	1 0	89 36

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Commerce	88 11	1 0	89 11
Customer Company Total	88 11	1 0	89 11

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**		
	Low	**Medium**	**ATTIR Total**
Commerce	88 0.92	1 0.16	89 0.91
Customer Company Total	88 0.92	1 0.16	89 0.91

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Commerce	88 4	1 0	89 4
Customer Company Total	88 4	1 0	89 4

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents		
Customer Company	**Bottom Number - Average time in hours**		
	Low	**Medium**	**ATTR Total**
Commerce	88	1	89
	1.29	3.01	1.31
Customer Company Total	88	1	89
	1.29	3.01	1.31

Commerce

Detail

INC000000222109	Sally Canavan	PC/Laptop	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Commerce	Low	Closed		TTR Missed: No	TTR:	
INC000000222113	Katherine Klotovich-Wilsor	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Commerce	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000227194	Barbara Waters	Network	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Martin Gonzalez	Commerce	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000227362	Cheryl Murray	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		TTR Missed: No	TTR:	0.29
INC000000227609	Jody Colvin	Application	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000227619	Ao Pauga	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed		TTR Missed: No	TTR:	1.36
INC000000227648	Jared Memmott	Mobile Devices	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000227826	Julie Bolinder	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.32
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		TTR Missed: No	TTR:	0.87
INC000000227930	Danny Martinez	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.14
	Voice Operations	Annette Nielsen	Commerce	Low	Closed		TTR Missed: No	TTR:	0.17
INC000000228029	Teresa L Swanson	Network	Error	None			TIR Missed: No	TIR:	0.56
	Help Desk	James Stearns	Commerce	Low	Closed		TTR Missed: No	TTR:	0.56
INC000000228355	Jimmy Betham	Network	Performance	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000228357	Al Zadeh	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000228360	Janeen Steer	Application	Error	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000228361	Denise Moss	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000228535	John Richey	PC/Laptop	Virus	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000228923	Tyler Clawson	Telecom	Voice Mail	None			TIR Missed: No	TIR:	0.05
	Voice Operations	Annette Nielsen	Commerce	Low	Closed		TTR Missed: No	TTR:	0.09

Commerce

INC000000229040	Rea Petersen	Application	Error	Novell GroupWise	TIR Missed: Yes	TIR:	6.39
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: Yes	TTR:	6.39
INC000000229492	Maria Bishop	Application	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229552	Denise Moss	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229554	Louise McMillian	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229555	Clyde Ormond	Network	Incident	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229589	Sandra Garside	Application	Reporting	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229591	Debra Troxel	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229608	Elliot Lawrence	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.29
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	1.34
INC000000229613	Gary Bowen	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR:	1.28
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	1.28
INC000000229648	Charles Smalley	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Commerce	Low	Closed	TTR Missed: No	TTR:	0.28
INC000000229657	Masuda Medcalf	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229668	Carolyn Dennis	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.53
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000229677	John Sims	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000229732	Russ Sommers	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229743	Bowen Call	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229746	Tiffeni Wall	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229803	Mary Price	PC/Laptop	Password	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00

Commerce

INC000000229842	Louise McMillian	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.31
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	1.94
INC000000229901	Jeff Henrie	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.34
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	1.35
INC000000229989	Toni Heldman	Application	Password	Content Manager - Centralized I	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	TTR:	0.11
INC000000230043	Marvin Sims	Application	None	Controlled Substance Database	TIR Missed: Yes	TIR:	27.36
Application Support	Austin Haws	Commerce	Low	Closed	TTR Missed: Yes	TTR:	27.99
INC000000230113	Marvin Sims	None	None	None		TIR Missed: Yes	TIR:	2.23
Capitol Hosting	Danny Black	Commerce	Low	Closed	TTR Missed: No	TTR:	2.23
INC000000230124	Marvin Sims	None	None	None		TIR Missed: Yes	TIR:	2.22
Capitol Hosting	Danny Black	Commerce	Low	Closed	TTR Missed: No	TTR:	2.22
INC000000230135	Marvin Sims	Application	None	Avaya IP Softphone		TIR Missed: Yes	TIR:	2.17
Capitol Hosting	Danny Black	Commerce	Low	Closed	TTR Missed: No	TTR:	2.17
INC000000230389	Gary Bowen	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.11
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.42
INC000000230418	Mark Steinagel	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: Yes	TIR:	1.16
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	1.16
INC000000231110	Gary Bowen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.34
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: Yes	TTR:	6.14
INC000000231111	Lynda Randall	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	3.35
INC000000231177	Xanna Hardman	Telecom	None	None		TIR Missed: No	TIR:	0.16
Metro B Help Desk	Janet Hongsyvilay	Commerce	Low	Closed	TTR Missed: No	TTR:	0.27
INC000000231179	Xanna Hardman	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	2.20
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	2.20
INC000000231378	Al Zadeh	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	2.39
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	2.40
INC000000231545	Jackie Betts	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.62
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000231975	Jeff Henrie	Network	Error	None		TIR Missed: No	TIR:	0.24
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.26
INC000000232085	Cyndy Nelson	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.31
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR:	0.43

Commerce

INC000000232487	Virginia VanLeeuwen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.06
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000233044	Joni Zenger	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.04
Metro A Desktop Support	Mike Wilde	Commerce	Low	Resolved	TTR Missed: No	TTR: 5.68
INC000000233113	Steve Cooley	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.20
Metro A Desktop Support	Mike Wilde	Commerce	Low	Closed	TTR Missed: No	TTR: 1.90
INC000000233165	Jackie Betts	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.03
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000233314	Kenneth Wamsley	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.15
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000233416	Steve Cooley	Network	Error	None	TIR Missed: No	TIR: 0.05
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000233494	Sheyann Poyer	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.06
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000233708	Michael Olsen	Network	Error	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000233709	Neena Bowen	Network	Incident	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234384	Steve Cooley	Application	Error	Java Platform SE	TIR Missed: No	TIR: 0.30
Metro A Desktop Support	Mike Wilde	Commerce	Low	Closed	TTR Missed: No	TTR: 5.56
INC000000234659	Gary Bowen	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000234768	Lee Avery	PC/Laptop	Virus	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Mike Wilde	Commerce	Low	Closed	TTR Missed: No	TTR: 1.39
INC000000234792	Charles Smalley	Storage	Virtual Machine	None	TIR Missed: No	TIR: 0.10
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000235073	Cheryl Murray	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000235150	Kristy Haueter	Telecom	Hardware	None	TIR Missed: No	TIR: 0.18
Voice/Data/WAN Services	Greg Blessing	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.39
INC000000235715	Su Chon	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.03
Application Services	Martin Gonzalez	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000236263	Carol Swensen	Application	Reporting	State Payroll Time Entry System	TIR Missed: No	TIR: 0.27
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR: 0.27

Commerce

INC000000236544	Carol Swensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.14
Application Support	Derral Sorensen	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.15
INC000000236835	Bela Vastag	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237246	Vince Garcia	Application	Error	Controlled Substance Database		TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Scott Jesienouski	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.34
INC000000237267	Kristen Arnold	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237267	Kristen Arnold	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237557	Gary Bowen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.05
INC000000237591	Vince Garcia	Network	Incident	None		TIR Missed: No	TIR:	0.16
Rural South Desktop Support	Julie Christensen	Commerce	Medium	Resolved		TTR Missed: No	TTR:	3.01
INC000000237627	Jill Childs	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.11
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.17
INC000000238011	Rachell Oaks	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000238017	Jeff Henrie	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000238055	Mitchell Jones	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000238066	Adele Bancroft	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000238093	Sandra Hess	Network	Error	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000238114	Vince Garcia	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.11
Rural South Desktop Support	Scott Jesienouski	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.11
INC000000238140	Jackie Betts	Application	Error	None		TIR Missed: Yes	TIR:	25.52
Application Support	Derral Sorensen	Commerce	Low	Resolved		TTR Missed: Yes	TTR:	25.52
INC000000238301	Sandra Hess	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000238678	Yvonne King	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.12
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.12

Commerce

INC000000238688	Sandra Hess	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000238923	Xanna Hardman	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.41
Voice Operations	Britany Finlay	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.77
INC000000239254	Louise McMillian	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000239263	Mary Ester Allers	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.09
Metro A Help Desk	Cindy Schroeder	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000239543	David Kester	Application	Error	None		TIR Missed: No	TIR:	0.00
Application Support	Derral Sorensen	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.40